

Entrinsik Informer Standard Operating Procedures for Student Services

For reporting and data collection purposes, this plan will guide how Student Services Staff will generate and use Informer queries. **Any authorized manager and designated staff member assume that any query is the property of FTCC for use.** Any authorized staff member can create and execute queries but are expected to adhere the guidelines listed below.

If requesting assistance from other departments within Student Services, use the Report Request Form on the website to submit any request for a query to be developed within Entrinsik Informer. The form should be fully completed and include as many details as possible to aid the creator. **Please note that the Report Request Form should only be used if requesting assistance from another department within the division.**

Timelines using the Report Request Form

It should be understood that while all requests for queries are important, other projects may have priority and will be assigned a priority code number by the manager (**high-priority requests must have detailed justification**):

1=High Priority

2=Moderate Priority

3=Low Priority

Assigning such priority levels will allow the creator to determine an estimated timeline as to when the query could be completed. The creator will communicate with the manager within 24 hours regarding an estimated completion date. While “same-day” service is preferable, it is not always practical as other ongoing projects are being completed that have a higher priority.

Validation of Queries

Once you have built the query within Informer, you will want to follow these steps:

1. Ensure that all of your fields are populated.
2. Double-check your data with what is stored within Datatel.
3. Check your export fields as to what Datatel displays to ensure your data matches what is stored in the College’s computer system.
4. A good validation technique is to randomly select 50% of the information displayed to verify that the information within Datatel matches (ideally, you want to check each record but with hundreds of possible records that could populate, 50% is statistically reasonable).
5. Within the description box, mention what percentage of the data was verified within Datatel and by whom, including the date.
6. If you do not have access to the mnemonics within Datatel to validate, please contact your supervisor for temporary access to these mnemonics.
7. The creator wants to be certain that the information displayed matches what is stored in the College’s computer system.
8. Datatel will either affirm or contraindicate whether the information displayed is accurate.
9. If the data is wrong once launched by another staff member, this validation protocol will help determine what happened and adjustments that need to be made by the creator.

Ad Hoc Queries

These queries are classified as “temporary” and not meant to store permanent data. Such classifications could include saved lists, request for data that would have no use in the future, etc. The Report Request form should indicate why the query should be classified as temporary (if requesting assistance from another department within Student Services).

1. The creator would generate the query, appropriate fields, and saved list name (if a saved list is the end goal).
2. In order to validate the query (see validation of queries section mentioned above), the creator will run the query to determine whether all appropriate fields are correctly populated pursuant to the request.
3. Once validated, the information is sent to the manager making the request.
4. Ensure that all authorized boxes have been checked.
5. These queries can be marked as private if no additional staff members need access to the data.
6. The query would be deleted once the manager decides that the data is no longer needed.

Permanent Queries

These queries are designed to provide essential information to be stored within the Entrinsik Informer database. In order to generate such queries, please follow these steps:

1. Mark the report as private as you are creating the data at this stage.
2. Once the query is built, with all appropriate fields, run the query to ensure the integrity of the data (refer to validation section mentioned above).
3. Once the query has been validated, (refer to validation section mentioned above), designate the query as public and indicate the folder where the query is to be stored with all appropriate staff level authorizations checked.
4. Requests for additional staff authorizations for query usage should be sent to the appropriate manager with a response in writing indicating affirmation or denial within 24 hours. If denied, an explanation is expected.
5. In the description box, indicate your name, date, how the query was validated (including what percentage of the data was double-checked using Datatel).
6. The query will remain within the necessary folder as long as the manager deems necessary.
7. Permanent queries cannot be designated as “private” once they are assigned “public.” Authorization must originate from the supervisor and an e-mail sent to all Student Services.
- 8. Only the departmental manager can decide to delete a query; staff members should refrain from deleting any query.**
9. Before the manager decides to delete the query, permission must be obtained from the supervisor and a notification should be sent at least two weeks in advance to all in Student Services who are authorized users to allow copies to be made if applicable.